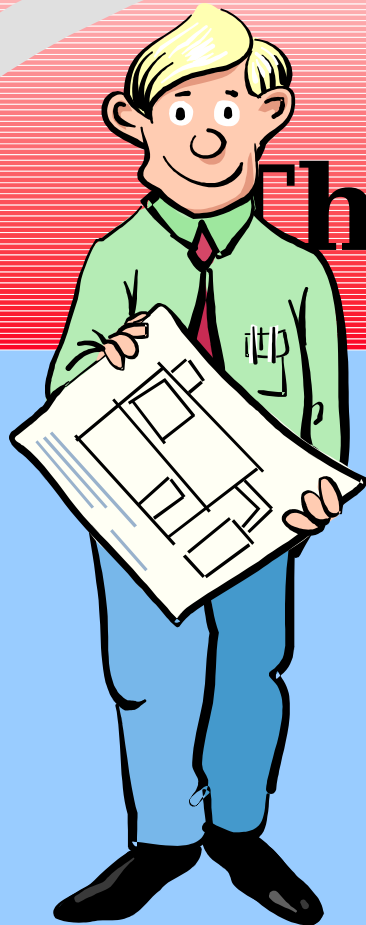


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The Survey Says?

**Presented by
Tom O'Brien
Karen Webb**



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Background

- **October 2003**
 - **Civilian Human Resource**
 - **Established Regional Human Resource Directors**
 - **Realigned**
 - **Civilian Personnel Advisory Centers**
 - **Civilian Personnel Operations Centers**



The Survey

- **Why Survey**
 - The “Road to Abilene”
- **The Method**
 - **2 Part Assessment**
 - Personnel Interview
 - On-line Survey Questions
 - One = :), Five =(:
 - Face to Face with Commanders



Sometimes when you look in his eyes you get the feeling that someone else is driving.

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- **Who Was Surveyed?**
 - 23 Commanders
- **Responses Received**
 - 22 Commanders



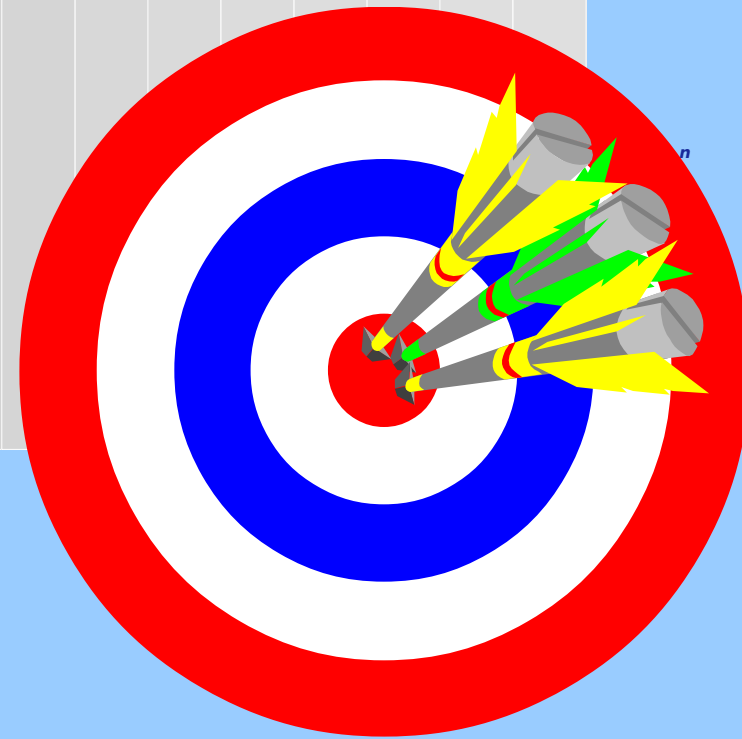
**Extremists think
"communication" means
agreeing with them. Leo**

Civilians - Supporting the Army's Mission and Rosten

3/31/04

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- **Results**
 - **Six Areas Targeted**
 - **Staffing**
 - **Classification**
 - **Labor/Management Employee Relations**
 - **Human Resource Development**
 - **Automation**
 - **Other**



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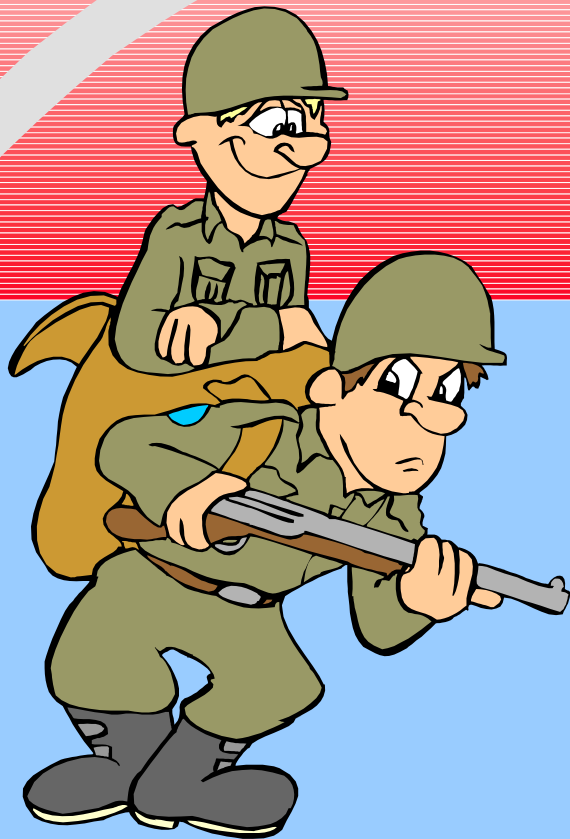
- **Written Plan of Action**

- By CPAC
- By Region
- CHRA Wide

- **Discussed with Commanders**

- **The Way Ahead**

- Execute
- Reevaluate
- Revise



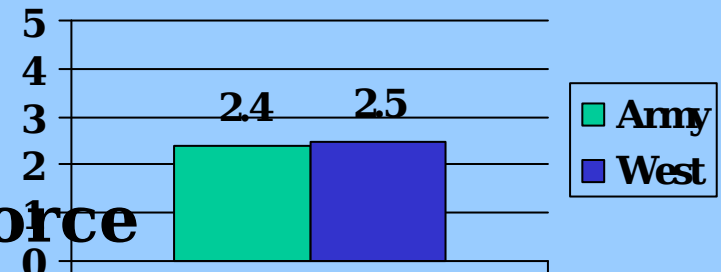


he Survey Says?

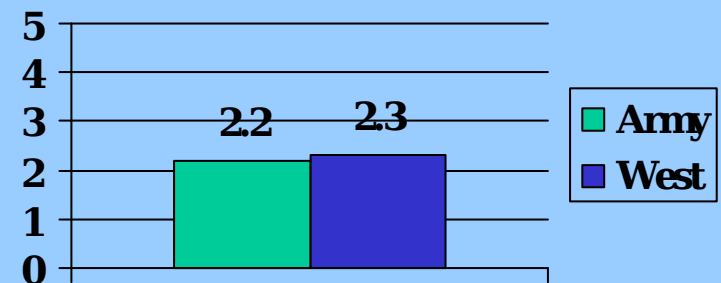
- **Staffing**
 - **Discussion**

- **Replacing Aging Workforce**
- **Recruitment - Hard to Fill**
- **Mil to Civ, GWOT, etc**
- **Strategic Planning**
- **Application Procedures**

Strategic Recruitment



Staffing Products



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- **Staffing**
 - **Action**
 - **College Recruiting**
 - **Job Fairs**
 - **Use of Incentives**
 - **Staffing Plans**
 - **Web Based tool**
 - **Forecasting tools**
 - **Mil to Civ Plan**
 - **New Staffing Tools**

Communicate
Communicate
Communicate
Communicate



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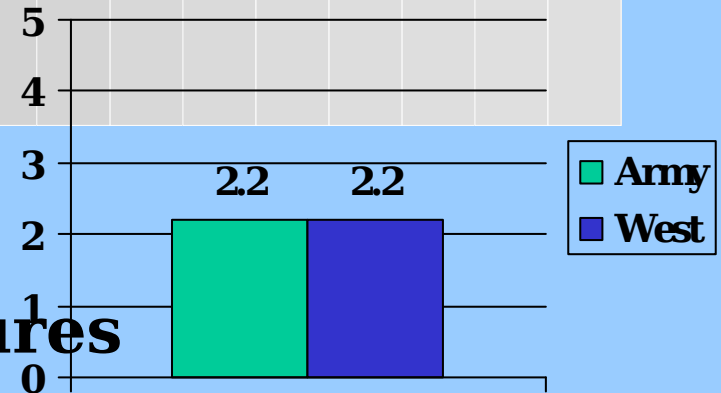
- **Classification**

- **Discussion**

- **Standard IMA Structures**

- **Action**

- **HR Professionals “Work” with Managers**
 - **Raise Concerns to IMA**



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- **Labor/MER**

- Discussion

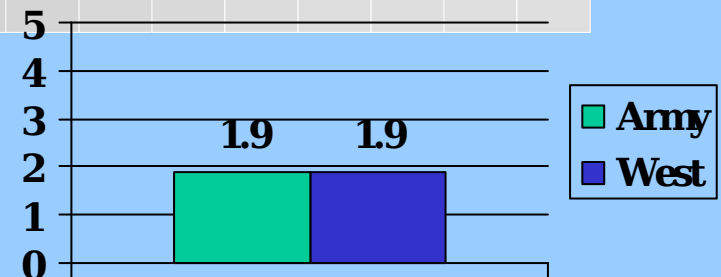
- **Managers lack the knowledge to take performance-based actions**

- Action

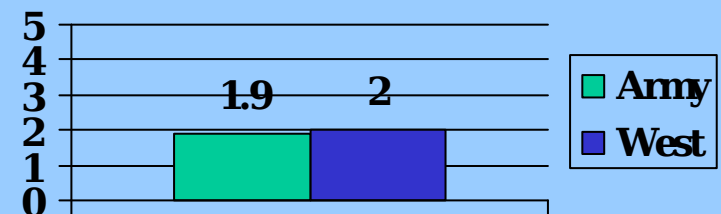
- **CPACs will conduct HR Supervisory Training**
 - **Courses include “how to deal with poor performers”**
 - **CPAC will guide managers**



Labor Relations



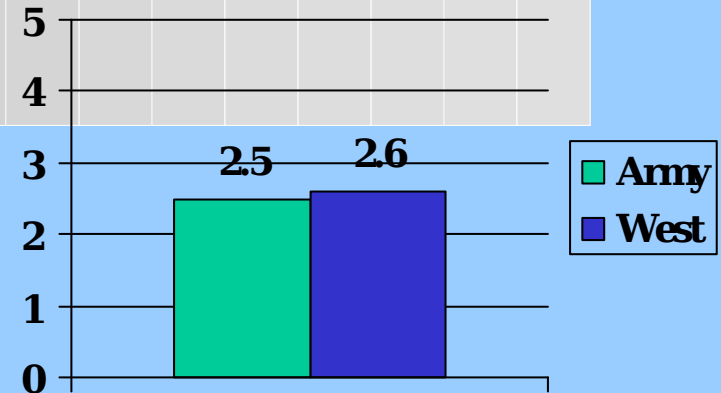
Management Employee Relations



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- **Training**
 - Discussion
 - **NEED TRAINING!**
 - Action
 - **HR for New Supervisors Course**
 - **Web-based Survey**
 - **Communicate training opportunities to workforce**



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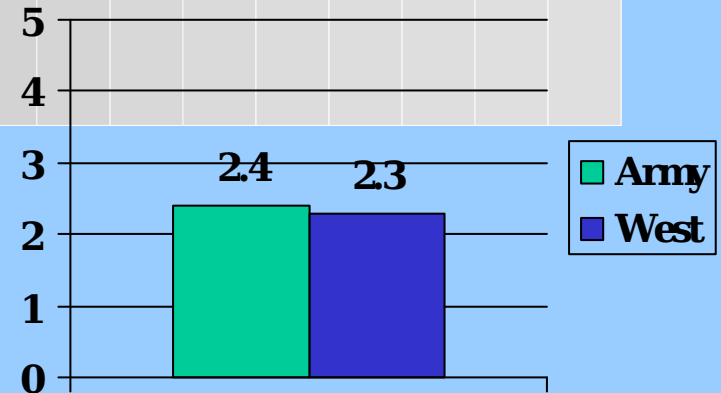
- **Automation**

- Discussion

- **Frustration with CHR Automation Tools**

- Action

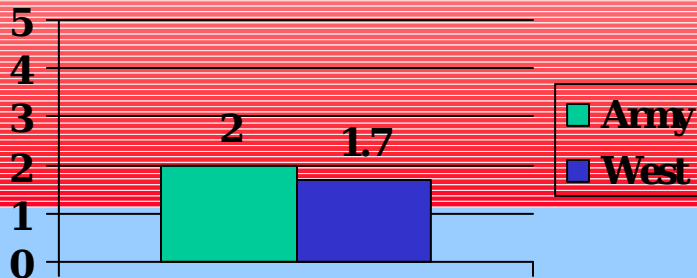
- **HR Community communicates changes**
 - **HR Community energized, e.g. Army Portal, fewer passwords....**



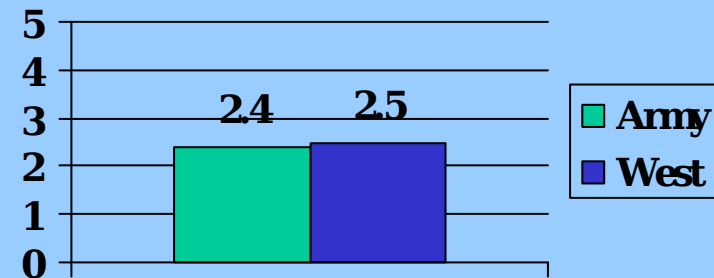
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Other

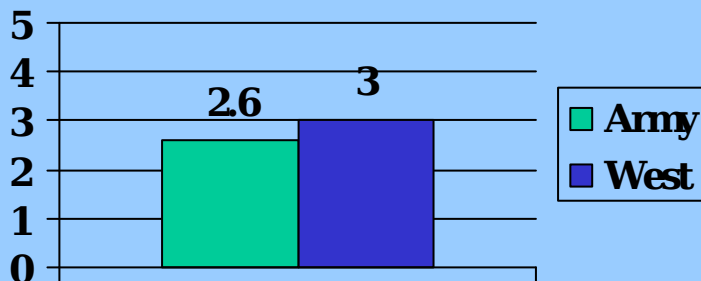
Partnering



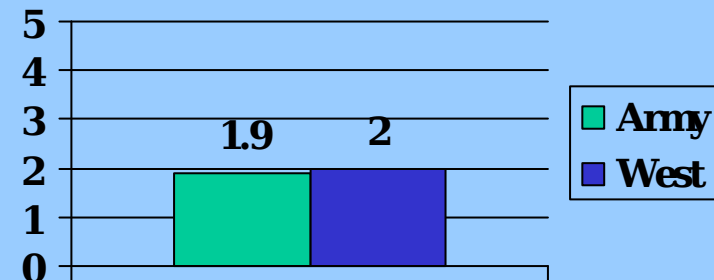
Flexible Delivery



Market Driven



You Come First



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- **Other**
 - **Discussion**
 - **CHRA Realignment**
 - Budget/Logistical Supp
 - Definition of Roles
 - **NSPS**
 - **Performance Metrics**
 - **HR Staffing Levels**
 - **Army Benefits Center - Civilian**



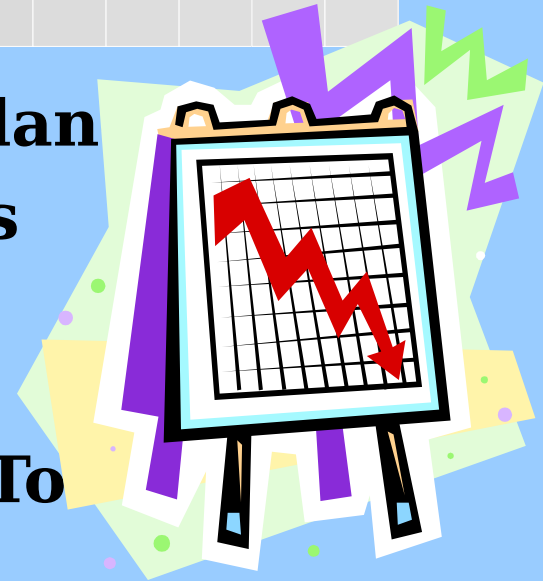
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- **Other**

- **Action**

- **Develop & Issue Support Guidance**
 - **Issue IDEF with Commander's Summary**
 - **Support DA's NSPS Efforts**
 - **Develop Army Standard R&A To**
 - **Solicit Input from Commanders**



Common sense is the knack of seeing things as they are, and doing things as they ought to be done.

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- CHRA Requested HR Resources for New Mission
- Utilize DA Intern Program
- Use “local” Interns
- Cross Level Work within Region
- Invite ABC-C to Conferences, Training, etc.

Community Input & Rais



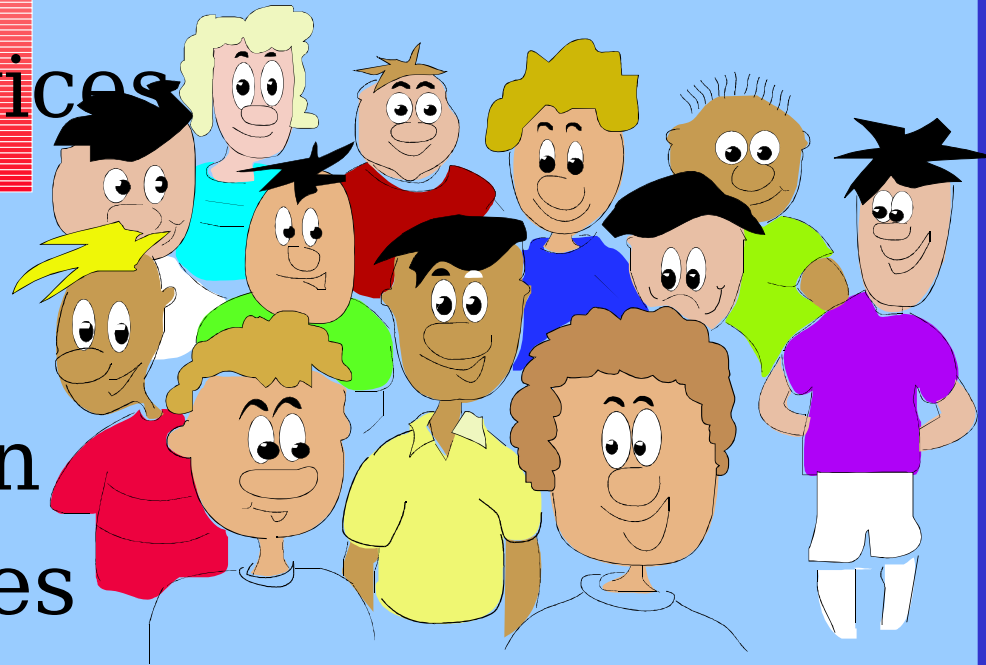
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What's Going Well

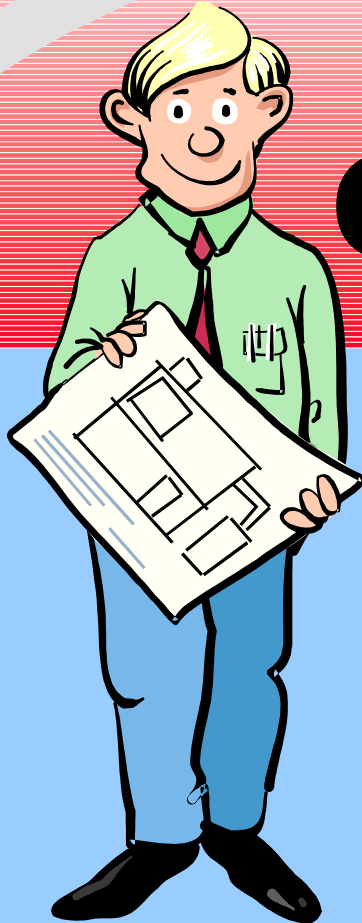
- Delivery of Services
- Responsiveness
- Communication
- CHRA Transition
- Advisory Services



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Questions?



**Men love to
wonder, and
that is the seed
of science.
Emerson**

